

Application for Patent Abandoned Unintentionally and an appropriate fee have been concurrently filed with this Amendment and Response.

Claims 1-16 remain pending after the present amendment. Claims 1, 6, and 9 have been amended. The cited art of the Office Action is distinguishable from the Applicant's claimed invention for at least the following reasons:

(1) The cited art does not disclose or suggest coupling a communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in a SMS format, and wherein the message includes status-type information.

(2) The cited art does not disclose or suggest periodically causing a central processor to formulate a short message to a selected service technician processor that provides that service technician a dispatch order, wherein the short message includes status-type information.

(3) The cited art does not disclose or suggest formulating at a central processor a message to at least one of the service technicians for wireless transmission according to a preselected format, wherein the message includes status-type information.

Since the cited art does not teach or disclose all of the elements of the claimed invention, Claims 1-16 should be allowable over the cited art.

AMENDMENTS

IN THE SPECIFICATION

On page 11, line 5, please change reference numeral --501-- to "501a-c".

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On page 11, line 7, please change reference numeral --503-- to "503a-b".

On page 11, line 11, please add reference numeral --220-- following the word "button".

On page 11, line 19, please add --a-- immediately after "604".

On page 11, line 20, please add --step 604b-- prior to "updates".

On page 11, line 20, please add --step 604c-- prior to "adds".

On page 11, line 22, please add --a-c-- immediately after "604".

On page 11, line 29, please add reference numeral --302-- following the word "button".

Please add the following text to the end of the specification:

"ABSTRACT OF THE DISCLOSURE

A dispatch communication and management system and method, preferably based on the SMS function of the GSM specification, allows a dispatcher and a remote service technician to exchange messages in a prescribed format to alternately enter event information into a customer service record."

IN THE DRAWINGS

Please replace FIGs. 3-6 with the enclosed substitute FIGs. 3-6.

IN THE CLAIMS

Claims 1, 6, and 9 have been amended.

Please amend the claims as follows: